

APPENDIX C

PERFORMANCE GOALS – 23 (g)

A statement of goals, strategic tools for achieving those goals and performance measures for evaluating progress toward goals are given on the following pages.

GOAL 1.1

Targeting the Mobile Workforce

5-Year Strategic Goal	Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.
FY 2016 Performance Goal	Target the mobile workforce to reduce fatalities and occupational injuries and illnesses in construction and agriculture by reducing and eliminating hazards in these industries.
Strategy	<p>Identify and prioritize for inspection the complaints, accidents and referrals received for these industries.</p> <p>Conduct more thorough inspections for these industry groups in order to have a more direct impact on the leading causes of injuries/illnesses and fatalities.</p> <p>Construction inspections will focus on preventing leading causes of injuries and fatalities due to falls, electrocution, struck-by, or crushed by/caught between.</p> <p>Agriculture inspections will focus on preventing leading causes of injuries, illnesses, and fatalities from: heat illness, contact with objects/equipment, and crushed by/caught between.</p>
FY 2016 Performance Indicators	<p><u>Activity Measures</u></p> <p>The Cal/OSHA Enforcement Unit will conduct approximately 2,800 inspections combined for both construction and agriculture.</p> <p>Cal/OSHA will attempt to sustain a higher percentage of the serious classification of citations issued as result of these inspections.</p> <p><u>Outcome Measures</u></p> <p>Abatement of non-contested serious hazards found in these industries will be achieved in 95% of cases.</p> <p>Fatality rates in construction and agriculture will be reduced by 0.2 compared to the average for the past three years.</p> <p>Incidence rates for total recordable occupational injury and illness cases per 100 full time employees for Agriculture and Construction will be reduced by 0.1 compared to the average for the past three years.</p>
Data Sources	<p>All Enforcement activity data will be tracked by OIS.</p> <p>Census of Fatal Occupational Injuries and Illnesses will be used for fatality data.</p> <p>Occupational Illness and Injuries Statistics Unit data will be used for injury and illness information.</p>

GOAL 1.1

Targeting the Mobile Workforce (continued)

Baseline	Prior FY measures for Enforcement activity. Average for the past three years for fatalities and injury/illness.
Comment	It is reasonable to infer that sustained efforts by Cal/OSHA for the past five years in these industries have resulted in overall reduction in fatalities and occupational injuries and illnesses.

GOAL 1.2

High Hazard Targeting Program

5-Year Strategic Goal	Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.
FY 2016 Performance Goal	To reduce injuries, illnesses and fatalities in selected high hazard industries, with a goal of removing the industry from the High Hazard Industries list due to decreased injury and illness rates.
Strategy	<p>Target for inspection High Hazard establishments that are representative of industries defined as those that have been determined by California (designated by NAICS codes) to be of a high hazardous nature to workers; and/or establishments that have experience modification rates at or exceeding 125%; and/or establishments from the High Hazard list of industries where sentinel events occurred as determined through WCIS; and/or establishments with high Workers' Compensation claim history.</p> <p>Conduct comprehensive inspections of these sites.</p> <p>Evaluate and assist in the development and implementation of effective injury and illness prevention programs at these sites.</p>
FY 2016 Performance Indicators	<p><u>Activity Measures</u> The High Hazard Unit and other District Offices staff will conduct 400 targeted inspections of establishments in high hazard industries from the High Hazard Industries list.</p> <p><u>Outcome Measures</u> Abatement of non-contested serious hazards found in these inspections will be achieved in 97% of cases.</p> <p>Percentage of Programmed inspections conducted in High Hazard establishments, with Serious/Willful/Repeat violations will increase by 5%.</p>
Data Sources	<p>All Enforcement activity data will be tracked by OIS.</p> <p>Occupational Illness and Injuries Statistics Unit data will be used for identifying industries.</p> <p>WCIS and other databases available to DIR will be used for identifying establishments.</p>
Baseline	Prior FY measures for Enforcement activity.
Comment	It is reasonable to infer that comprehensive inspections conducted under this program at establishments on the High Hazard Industries list for the past five years will result in decreased injury and illness rates, and consequently, removal of some these industries from the High Hazard Industries list.

GOAL 1.3

Process Safety Management and Covered Industries (PSM) (continued)

5-Year Strategic Goal	Secure safe and healthy workplaces, particularly in high-risk industries, and improve workplace safety and health through enforcement and consultative assistance.
FY 2016 Performance Goal	To reduce fatalities and occupational injuries and illnesses in refineries and other industries which fall under the requirements of the PSM standard.
Strategy	<p>Efficiently target PSM facilities, other than petroleum refineries, for programmed inspections by using a number of databases to determine which PSM facility to inspect each year. These databases include, but are not limited to, IMIS, RTKNET.org, OSHA.gov.</p> <p>Also identify PSM facilities for inspection through the PSM Unit's outreach program, complaints from statewide CUPA representatives, and other local, county, and federal agencies.</p> <p>Perform comprehensive petroleum refinery inspections, both during the turnarounds, and during normal operating conditions.</p> <p>In 2014, the Legislature passed and the Governor signed into law Senate Bill (SB) 1300, Refinery Turnarounds. This bill requires refinery employers in California to report to Cal/OSHA annually (by September 15 of the current year) a schedule of "turnaround" maintenance periods planned for the following calendar year. The PSM Unit will conduct turnaround inspections in accordance with SB1300.</p> <p>Conduct PSM inspections in response to all accidents, incidents and near misses that come to the attention of the PSM Unit, occurring at all facilities covered by the PSM standard.</p>
FY 2016 Performance Indicators	<p><u>Activity Measures</u></p> <p>The Cal/OSHA Process Safety Management Unit (PSM) will conduct a total of 40 programmed inspections at facilities, other than petroleum refineries, that meet the trigger threshold quantities for the PSM standard.</p> <p>The PSM Unit will participate in 5 outreach/compliance assistance activities provided to industry/professional groups.</p> <p>The PSM Unit will conduct 4 comprehensive inspections of petroleum refineries.</p> <p>The PSM Unit will conduct 4 turnaround inspections of petroleum refineries.</p> <p>The PSM Unit will conduct follow-up inspections at establishments other than petroleum refineries for 10% of all inspection types, whether programmed, complaint, accident or referral.</p> <p><u>Outcome Measures</u></p> <p>Abatement of non-contested serious hazards found in these industries will be achieved in 98% of cases.</p> <p>The number of fatalities and serious injuries/illnesses attributable to violations of the PSM standard at these facilities will be maintained at the average level for the past three years.</p>

GOAL 1.3

Process Safety Management and Covered Industries (PSM)

Data Sources	All Enforcement activity data will be tracked by OIS. Census of Fatal Occupational Injuries and Illnesses will be used for fatality data. Occupational Illness and Injuries Statistics Unit data will be used for injury and illness information.
Baseline	Prior FY measures for Enforcement activity. Average for the past three years for fatalities and injury/illness.
Comment	Compliance rates in PSM-covered industries increased steadily over the past 7 years, and the number, frequency and severity of catastrophic events at PSM-covered facilities has been maintained at lower than national levels.

GOAL 2.1

Heat Illness Prevention Enforcement and Outreach to Employees and Employer Groups

5-Year Strategic Goal	Promote workplace cultures that increase employee and employer awareness of, commitment to, and involvement in safety and health.
FY 2016 Performance Goal	To raise awareness of heat illness prevention among employees and employer groups in outdoor places of employment.
Strategy	<p>Focus heat illness prevention efforts in the construction, agriculture and landscaping industries.</p> <p>Work collaboratively with agricultural, construction, landscaping, and other related stakeholders to increase compliance at these worksites through education, outreach, and by conducting enforcement inspections.</p> <p>Distribute heat illness prevention outreach material for employers and employees.</p>
FY 2016 Performance Indicators	<p><u>Activity Measures</u> Cal/OSHA will conduct 2,400 inspections of outdoor places of employment where heat hazards will be evaluated. Note: Landscaping is considered an agricultural service and will be counted as part of the agriculture inspections.</p> <p>Cal/OSHA staff will work with employers, labor groups, community and faith based organizations, and local governments to distribute information and answer questions regarding heat illness prevention. A minimum of 80 seminars will be conducted where heat illness prevention will be emphasized.</p> <p>Cal/OSHA will distribute a minimum of 5,000 units of heat illness prevention outreach materials during inspections and outreach events.</p> <p><u>Outcome Measures</u> Abatement of non-contested heat hazards found in outdoor places of employment will be achieved in 94% of cases.</p> <p>The number of heat-related serious illnesses and fatalities occurring in outdoor places of employment, based on Cal/OSHA internal tracking, will be maintained at the baseline average level for calendar years 2011-2013.</p>
Data Sources	<p>All Enforcement activity data will be tracked by OIS.</p> <p>Numbers of outreach events, outreach materials distributed will be internally tracked.</p> <p>Number of heat-related serious illnesses and fatalities will also be tracked internally.</p>
Baseline	<p>Prior FY measures for Enforcement activity.</p> <p>Average for the 2011-2013 calendar years for fatalities and serious heat illnesses.</p>
Comment	Compliance rates with the Heat Illness Prevention standard (California is the only state in the nation having such a regulation) for inspections in Agricultural establishments increased steadily over the past five years.

GOAL 2.2

Educational Outreach to Vulnerable Employee Populations

5-Year Strategic Goal	Promote workplace cultures that increase employer and employee awareness of, commitment to, and involvement in safety and health.
FY 2016 Performance Goal	To promote and interact with high-risk worker organizations about workplace safety and health.
Strategy	<p>Non-English speaking workers traditionally are employed in high risk industries such as agriculture, construction, and manufacturing. In addition, Non-English speaking employees are considered “high risk” by virtue of the number of serious accidents and deaths they experience annually when compared to English speakers. To improve communication and education to high-risk vulnerable employee populations regarding workplace safety and health rights, responsibilities, and hazards, the Division’s Compliance Assistance unit will continue to provide training and outreach to vulnerable populations through employer- and employee-group partners. Services will be provided in English, Spanish, Mixteco, Zapoteco, Triqui, Hmong, Punjabi, Vietnamese and Chinese (Cantonese and Mandarin).</p> <p>The Division will continue the outreach and training activities through the Bilingual Outreach Team (BOT), which began in the summer of 2012, to provide information and training in English and Spanish on various safety and health topics to a wide variety of events attended by vulnerable worker populations. These events are organized by worker centers, community-based and faith-based organizations, advocacy groups, and consulates of Latin American countries.</p> <p>The Division will work with worker education programs at the University of California (Labor Occupational Health Program at UC Berkeley and Labor Occupational Safety and Health Program at UCLA) to conduct a series of outreach and training events with high-risk workers and their organizations on both health and safety topics and on how to work effectively with the Division.</p> <p>In addition, the 23(g) Consultation Program staff will update and translate publications.</p>
FY 2016 Performance Indicators	<p><u>Activity Measures</u></p> <p>Cal/OSHA Enforcement Branch will continue to distribute publications and flyers to employers, supervisors, foremen and workers in English and other languages that detail the requirements of Cal/OSHA regulations including worker rights. Publication distribution will exceed 12,000 in total.</p> <p>The Division will conduct 100 events in FY 2016 by the BOT and regular DOSH staff at events with vulnerable workers organized by worker and community organizations, the UC programs, and consulates.</p> <p><u>Outcome Measures</u></p> <p>At least 1,000 event participants will come away with increased knowledge of workplace health and safety hazards, workers’ rights under the law and how to exercise these. An additional 18,000 workers will gain this information from trainings conducted by participants in the DOSH events.</p> <p>The Farm Labor Contractor Safety and Health guide has been revised, and is currently undergoing editorial review. The guide will be translated into Spanish following review and approval.</p>

GOAL 2.2

Educational Outreach to Vulnerable Employee Populations (continued)

Data Sources	<p>The number of publications distributed will be measured by tracking downloads for each language from web hits, and by counting handouts in each language provided to attendees at trainings and onsites.</p> <p>The number of activities will be measured by the roster of completed events and the roster of participants will indicate the number of people directly trained by the Division. A post-event survey of participants in Division activities will be used to determine the number of people indirectly trained via events conducted by participants who attended Division activities.</p> <p>Activity levels and publication distribution will be tracked internally.</p>
Baseline	
Comment	<p>It is reasonable to infer additional employees in vulnerable populations will receive workplace safety and health training and information that weren't previously available.</p>

GOAL 2.3

Partnership Programs

5-Year Strategic Goal	Promote workplace cultures that increase employer and employee awareness of, commitment to, and involvement in safety and health.
FY 2016 Performance Goal	To promote voluntary compliance by offering employers a variety of partnerships including recognition and exemption programs.
Strategy	Identify employers who have the potential to successfully participate in and/or renew their status in the California Voluntary Protection Program (Cal/VPP) and/or Cal/VPP for Construction.
FY 2016 Performance Indicators	<p><u>Activity Measures</u> The Cal/VPP and Cal/VPP Construction units will hold one workshop each to promote Cal/VPP and Cal/VPP Construction.</p> <p><u>Outcome Measures</u></p> <p><u>Cal/VPP:</u></p> <ul style="list-style-type: none"> 3 New establishments into the Division's leadership level for fixed site establishments 18 Cal/VPP renewals <p><u>Cal/VPP Construction:</u></p> <ul style="list-style-type: none"> 10 New establishments into the Division's leadership level partnership program for construction VPP worksites. 16 Renewals
Data Sources	All Consultation activity data will be tracked by OIS.
Baseline	Measure current year against previous year.
Comment	<p>It is reasonable to infer that participation in one of Consultation's partnership programs can provide the following benefits:</p> <ul style="list-style-type: none"> • Reduction in injuries and illnesses • Lower worker's compensation costs • Improvement in employee motivation • Higher quality and productivity • Community recognition as a leader • Statewide recognition from their industry and government as a quality employer • Increased job referrals and bid acceptance

Goal 3.1

Timeliness of Inspections Opening and Citations Issuance

5-Year Strategic Goal	Maximize Cal/OSHA's effectiveness and enhance public confidence.
FY 2016 Performance Goal	To respond effectively to mandates so that workers are provided full protection under Cal/OSHA by timely response to formal complaints and to nonfatal accidents, as well as by timely issuance of citations, so that hazards could be timely corrected.
Strategy	<p>Respond timely to formal complaints.</p> <p>Reduce the time from opening conference to issuance of a citation on a Statewide basis.</p> <p>Work cooperatively with employers during inspections to effect correction of the most significant hazards before the issuance of citations.</p>
FY 2016 Performance Indicators	<p><u>Activity Measures</u> Cal/OSHA district offices will run on a weekly basis the "UPA Tracking" report to monitor the unsatisfied complaints, and will run monthly the "UPA One Liner Detail" report to track complaint response time.</p> <p>Cal/OSHA district offices will run monthly the "Open Inspection" report and work with CSHOs to expedite citation issuance.</p> <p>All Cal/OSHA offices will monitor SAMMs and other management reports to track progress of citations lapse time.</p> <p><u>Outcome Measures</u> Respond to formal serious complaints on average within 3 working days and to formal non-serious complaints on average within 14 calendar days of receipt of the complaint.</p> <p>Average number of days for citations issuance will decrease for both safety and health inspections.</p> <p>Percentage of serious violations abated during inspection will increase by 3% compared to previous year.</p>
Data Sources	<p>All Enforcement activity data will be tracked by OIS.</p> <p>Progress toward achieving the outcome measures will be tracked by SAMMS and customized OIS reports.</p>
Baseline	Prior FY measures for Enforcement activity.
Comment	AB 2774, which became effective on January 1, 2011, and which changed the definition of the serious violations in a manner expected to increase the number of serious citations issued, also introduced the mandate for Cal/OSHA to notify employers in writing of its intent at least 15 days prior to issuance. This has had a significant impact on the case lapse time, increasing it accordingly.

Goal 3.2

Imminent Hazards and Fatalities Response Time

5-Year Strategic Goal	Maximize Cal/OSHA's effectiveness and enhance public confidence.
FY 2016 Performance Goal	Respond effectively to mandates so that workers are provided full protection under Cal/OSHA by timely response to imminent hazards and to work related fatality reports.
Strategy	Reduce statewide imminent hazards and fatalities response time.
FY 2016 Performance Indicators	<p><u>Activity Measures</u> Response time to a report of an imminent hazard (complaint/ referral) or work-related fatality is measured from the time the district office receives notification to the date of attempted entry.</p> <p>Cal/OSHA will use the SAMMs report to monitor, on a monthly basis, response times to imminent hazard complaints/referrals, as well as fatality investigations and correct data entry errors that occur.</p> <p><u>Outcome Measures</u> Cal/OSHA will respond to all (100%) of imminent hazard complaints/referrals within one day of receipt.</p> <p>Cal/OSHA will also respond to all (100%) work related fatality reports within one day of receipt.</p>
Data Sources	All Enforcement activity data will be tracked by OIS.
Baseline	Prior FY measures for Enforcement activity. On page 4,
Comment	Cal/OSHA will monitor closely the outliers of the SAMMs related to imminent hazards and fatalities response and work with district offices staff to correct those due to data entry errors.

APPENDIX D

23(g) State Plans Projected Program Activities

23(g) Compliance and On-site Consultation

23(g) Compliance & On-site Consultation	Actual FY 2014		Estimated FY 2015		Projected FY 2016	
	Safety	Health	Safety	Health	Safety	Health
Private Sector Inspections – Non Construction	3,442	1,101	3,500	1,000	3,710	1,065
Private Sector Inspections – Construction	2,119	276	1,850	200	1,905	200
State and Local Government Inspections – Total	231	216	210	150	260	160
Total Inspections	5,792	1,593	5,560	1,350	5,875	1,425
State and Local Government Consultation Visits	31	10	22	10	20	8
Private Sector Consultation Visits – 23(g) (KY, PR, and WA Only)	n/a	n/a	n/a	n/a	n/a	n/a
Total Consultation Visits	31	10	22	10	20	8

23(g) Compliance Assistance

23(g) Compliance Assistance	Actual FY 2014		Estimated FY 2015		Projected FY 2016	
	New	Total	New	Total	New	Total
VPP Participants – General Industry	6	80	3	73	3	76
VPP Participants – Construction	3	20	13	23	10	32
VPP Participants – State and Local Government	0	0	0	0	0	0
Participants in Cooperative Programs with Enforcement Incentives (i.e., Strategic Partnerships)	0	0	0	0	0	0
Participants in Cooperative Programs without Enforcement Incentives (i.e., Alliances)	0	0	0	0	0	0
Private Sector SHARP Participants – 23(g) (KY, PR, and WA Only)	n/a	n/a	n/a	n/a	n/a	n/a
State and Local Government SHARP participants	0	0	0	0	0	0
Outreach Participants*		50,000		40,000		30,000

New participants are those that become active during the fiscal year. The total number of participants is the number that is active at the end of the fiscal year, and includes all new sites from that year.

* Enforcement and 23(g) Consultation